

# Volunteering Canterbury

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# Annual Report

2020





# Volunteering C A N T E R B U R Y

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We're here to help you make a difference

## Vision

People and communities prospering through volunteering

## Mission

Enable the successful employment of volunteers by charities, and promote the benefits of volunteering to people and communities

## Values

Integrity, respect, inclusiveness and service, with a commitment to Te Tiriti o Waitangi

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## Champion finalist.

Rata Foundation Champion Community Impact Award  
Small Enterprise



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# About Us

# 03

Volunteering Canterbury was opened in September 1988, with a vision to see people and communities prospering through volunteering.

Our purpose on a day to day basis is to enable the successful engagement of volunteers by not-for-profit organisations, and promote the benefits of volunteering to people and communities.

Our office is staffed by Glenda Martin (Outreach & Marketing Manager), Alison Marshall (Strategy & Finance Manager) and Tammy Dodgshun (Community Project Administrator), and aided by our long-standing volunteer, Mary Ellen Wilson.



Our Chairperson, Helen Kidd, is supported by our 2020 Board: Wendy Butcher (Vice Chair Person), Dante Fyfe (Treasurer), Molly Sialeipata (Pacific Peoples' Forum representative), Ngaio Stuart (e Runaka ki Otautahi o Kai Tahu representative), Amanda Edmonds, Lynette Crestani and Peter Madden.



From top left: Helen Kidd, Wendy Butcher, Dante Fyfe, Molly Sialeipata, Amanda Edmonds, Lynette Crestani, Peter Madden, Glenda Martin, Alison Marshall, Tammy Dodgshun and Mary Ellen Wilson, taking part in the "Wave for Volunteers" campaign.



# 04

## Chair's Report



*Tammy Dodgshun, Glenda Martin, Alison Marshall and Helen Kidd celebrate National Volunteer Week.*

What a strange year it has been! Who could have foreseen that we would spend weeks locked down in our homes, and a global pandemic would change our lives so profoundly.

Volunteering Canterbury proved how nimble it could be, staff moving quickly to access tech support to enable them to work remotely from home. The transition was smooth, we became very familiar with zoom meetings, and the work carried on.

During the year we farewelled Board members Vanessa Seath, Ross Grigg, Amir Mirshams, Daniel Lister, and Alison Marshall (who resigned to take up a staff position). We welcomed back former Board members Wendy Butcher and Dante Fyfe, and new co-opted members Lynette Crestani and Pete Madden.

*“THE SECRET OF CHANGE IS TO FOCUS ALL OF YOUR ENERGY NOT ON FIGHTING THE OLD, BUT ON BUILDING THE NEW” -SOCRATES*

In February, Strategy and Finance Manager Richard Brewster resigned, and Alison Marshall was appointed to that position on a six-month contract to cover the role while a review was carried out of the staff structure.

Recognising that HR has not been a strong point for Volcan over the past few years, and that the co-manager structure carried an unacceptable level of risk for the organisation, the Board embarked on a review of Volcan staffing. The outcome is that the staff structure has changed to become more efficient and maximise staff strengths, and we have outsourced all HR functions. This ensures that we keep abreast of changing employment legislation, and are an example of HR best practice. Our thanks go to Wendy Butcher for managing this large and important project.



*Hon. Ruth Dyson, MP., presenting Volunteer Recognition Awards*

# Chair's Report Cont'd

# 05

I want to acknowledge the commitment and hard work of this new Board which only came together as the lockdown began. In spite of the restrictions imposed by the lockdown, the group adopted the mantra 'reconnect, redefine, rebuild', and has worked hard to support our staff, create a new strategic plan, support new projects, and together with the staff, build the strong, skilled and connected team that currently drives Volunteering Canterbury.



*Team meeting online, during lockdown*

It is impressive to see the increasing connections being made by Volcan within the Christchurch community and beyond. The Outreach programme, the Student Expos, the Governance Bites series of workshops, the Tautoko network, Volunteer Awards, Group Volunteering programme, etc all contribute to our high profile and solid reputation.



*Westpac Champion Business Awards finalist certificate*

A highlight was once again making the shortlist as a finalist for the Westpac Champion Business Awards – Rata Foundation Champion Community Impact Award, Small Enterprise. This is a great acknowledgement of the value of the work done by our staff, and of volunteering.

Our funders provide the financial foundation for our work. Our sincere thanks go to them for their continued support. They include Rata Foundation, Christchurch City Council, COGS, Lotteries Community and the Department of Internal Affairs.

Thanks go to you, our members for your ongoing support and commitment to Volcan. You are our raison d'être and our inspiration.

# 06

## Chair's Report cont'd



*Glenda Martin and Avonside Girls' High volunteers, at the Culture Galore Festival.*

Thanks to our Board, Vice-chair Wendy Butcher, Treasurer Dante Fyfe, Amanda Edmonds whose fresh approach and probing questions help us to be the best we can be, Lynette Crestani who is our Board representative on VNZ calls and is always willing to pick up another responsibility, Pete Madden who has embraced the disability portfolio with enthusiasm and understanding, and Molly Sialeipata, who represents the Pacifica community. You are an amazing team to work with. Thank you.

And finally our four staff members, loyal and hard-working Outreach Manager Glenda Martin, who seizes every opportunity to advance the interests of volunteering and Volcan, Finance and Strategy Manager Alison Marshall, who has streamlined systems and improved office efficiency in her short time in this role, Community Project Administrator Tammy Dodgshun whose creative enthusiasm is evident in all of our communications platforms, and tireless long-time Volunteer Supreme, Mary-Ellen Wilson. You are the engine room of this organisation and without you, Volcan would not be the respected and visionary organisation it is today. Thank you.

Who knows what the next year will bring! Whatever it is, Volunteering Canterbury is poised to make the most of every opportunity, and the organisation is in good hands.

*Helen Kidd  
Chairperson, Volunteering Canterbury*

*August 2020*



*Students from Loburn School, volunteering at Kaiapoi Community Gardens.*

# Managers' Report

# 07

The 2019 – 2020 year has been a challenging one for our community which has reeled from the March 2019 Mosque attacks and then COVID-19 this year. However, the strength and commitment of the community sector in Christchurch and the wider Canterbury area has shown the high level of support, organisation, collaboration, and resilience that exists. The sector is very well-positioned to support local citizens through both the ordinary and extraordinary times.

The team at Volunteering Canterbury have continued to play an important role in supporting volunteer-involving organisations and offering opportunities to those wishing to volunteer over the year.



*Individual volunteers in action*

Our core services continue to be in demand, with our on-line recruitment and referral service being the most well-known and well-utilised. In the past year we recruited 786 volunteers on behalf of our 288-member organisations. These organisations cover the breadth of the community sector in this area, something which offers a wide range of options for those seeking a volunteer role.



*Group volunteering team from Ernst Young*

Volunteers assist the organisations to meet their strategic goals. From our member and organisational surveys, we believe that our volunteers annually contribute over 300,000 hours to the community. This is equivalent to \$5.783m, based on the minimum wage, or an additional 157 FTE, making a very real difference to the organisations and the communities they serve. It is something that we are very proud of and really our reason for being.

Collaboration and partnering are hugely important to us, informing and widening the work we do. Our Outreach programme is a key element, providing an opportunity to get alongside both member and non-member organisations to assist them with capacity building and development of their volunteer engagement programmes.



# 08

## Managers' Report cont'd



*Glenda Martin and Hon Poto Williams, Minister for the Community and Voluntary Sector*

Our Tautoko network is a key focus area, with 387 people attending activities over this period. The range of the workshops we have run has been broad, covering topics identified as needed by our members and has included: Volunteer Checking and Matching; Internships; Social Media – Beyond the Basics; Volunteer Management in a Health and Safety Context; Mental Well-being; Good Governance – what does it look like; Facebook 101–For Community Organisations; Being an Effective Chair, and; Sustainable Funding.

We are proud tenants of Christchurch Community House and welcome the chance to work alongside the rich network of organisations based here. Working closely with the wider network of Volunteer Centres and Volunteering New Zealand is very important to us and we are keen to see this group develop and strengthen, building on our common ground.

We have also been excited to work with OPSCO (Otago Partnership for Stronger Community Organisations), to identify and deliver locally targeted information, resources and activities that strengthen community organisations in 'our place'. One specific area has been the coordination of Governance Bites workshops led by Garth Nowland-Foreman and financially supported by the Rata Foundation. These workshops target those who take on the vital governance roles on community organisations and have been keenly received.

Our partnership with the University of Canterbury to deliver a Student Volunteer Expo is another highlight of the year. 26 organisations attended the 2019 Student Volunteer Expo at the University of Canterbury and 18 at the inaugural expo at Lincoln University. These proved to be positive opportunities for the organisations present to engage directly with the prospective student volunteers and at the same time enabling the students avenues to be part of the wider Christchurch community. Hopefully, something that builds a lifetime of volunteer involvement.



*Display at the Student Volunteering Expo, University of Canterbury*

# Managers' Report Cont'd

# 09

Keeping connected to our members and volunteers is very important and over this period, we sent over 50 different electronic newsletters to our stakeholders. We maintained a high social media presence on Facebook, with 281 posts which reached an audience of over 5,500. Social media provides a key avenue to spread the work of not only what Volunteering Canterbury does but to also highlight the work of our member organisations and to celebrate many of the volunteers engaged with them.



*2019 Volunteer Recognition Award recipients*

Celebrating and promoting volunteers and volunteering is an important aspect of our work. We were delighted to have the Hon. Ruth Dyson, MP., present our annual Volunteer Recognition Awards for volunteers and volunteer teams at the Christchurch Civic Offices during National Volunteer Week in June. 2019 saw 40 people nominated, the highest number since the inception of these awards. The awards provide an excellent vehicle to publicly recognise those quiet achievers, who work behind the scenes, make a real difference and are the backbone of the organisations and groups they work with.



*U3A receive a Group Volunteering award*

Our Group Volunteering Programme saw an incredible 3,000 hours gifted by groups to not-for-profits undertaking one-off projects. To mark the growth and celebrate the impact of the programme, awards were presented by Hon. Poto Williams, Minister for the Community and Voluntary Sector, to a range of groups which had participated in the programme, together with some of the main host organisations, at an event held on International Volunteer Day, December 5.

Promoting volunteering is something that we do constantly, taking every opportunity to get out into the wider community to tell people about our work and the difference volunteering can make to organisations, their clients or community and to the volunteers themselves. To this end, we delivered 42 external presentations to over 1,530 people at a variety of groups and venues. We presented 17 displays at various expos and shows in Canterbury and were involved with 16 youth events attended by 160 young people.

# 10

## Managers' Report Cont'd



*Staff and Board at the Westpac Champion Business Awards presentation evening*

We were again delighted to be shortlisted as a finalist in the Westpac Champion – Business Awards Rata Foundation Champion Community Impact Award – Small Enterprise category. This is the second year in a row that we have made it to the shortlist, something we consider a fabulous achievement and a recognition of our work in the community.

None of this would eventuate without the work of our Volunteering Canterbury team. The contribution of the Board, our paid and volunteer staff make all of this happen. Special mention is made of Tammy Dodgshun, who first joined us as a volunteer and is now a permanent staff member and Mary-Ellen Wilson, who is now in her second decade with us, for all that they contribute.

Huge thanks go out to all our members, the thousands of volunteers involved across our community and to the funders who recognise and support the value of volunteering and our work in 'making the magic happen'.

*Glenda Martin and Alison Marshall  
Volunteering Canterbury Co-Managers*

*August 2020*



*Family Volunteering event at Charlesworth Reserve*



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## Our Services

### How we're helping to make a difference



#### Recruit - Individuals

We encourage individuals to apply for volunteering roles posted by our member not-for-profit organisations, across all areas of the community. These volunteers support those who need it most in many different ways: helping vulnerable people, educating and mentoring, supporting charities administratively, counselling and befriending, to name a few.



#### Recruit - Groups

We arrange groups of people from businesses, schools, faith-based groups and other organisations, to volunteer together, helping not-for-profit organisations achieve larger scale projects.



#### Support

We support our member organisations by organising relevant workshops, training and network meetings, as well as individual meetings to support our members' management of volunteers and related issues.



#### Promote

We present the benefits of volunteering to schools, businesses and the general public, and share volunteer stories via traditional and social media. We host annual Volunteer Recognition Awards, Student Volunteer Expos, and events to celebrate International Volunteer Week, International Volunteer Manager's Day and International Volunteer Day.



#### Collaborate

In order to increase the scope of volunteering in Canterbury, we actively collaborate with various non-member partners, including the NZ Volunteer Centre network, Exult, University of Canterbury Internship Program, Skillwise and Volunteering New Zealand. We encourage inclusiveness within volunteering and are actively trying to reach everyone in our communities.



# Thank You 12

We would like to thank all our Volunteers, Member Organisations, Funders, Corporate Volunteers, and all our other stakeholders.

We would not succeed without the support of our Members, and the part they play in helping us to address the trends and issues that affect us all.

And without Volunteers to apply for roles individually, or as a group, be it as part of a Corporate organisation, a school, or another

not-for-profit, we would not be able to exist, and neither would the community sector and all those people served by them.

To everyone who volunteers, thank you.

We would also like to thank the generosity of our partners and funders who allow us to operate the way we do, and enable our volunteers to be such a pillar of the community sector.

*Thank You  
from the Volcan Team*

